

DUTY STATEMENT
CALIFORNIA DEPARTMENT OF VETERANS AFFAIRS

PART A	
Position No: 830-104-1400-001	Date:
Class: Information Technology Technician	Name:
<p>Under the general direction of the Information Technology Supervisor II, the Information Technology Technician performs a variety of recurring well-defined tasks requiring support to the development and maintenance of the Department's software applications including electronic health record systems. The incumbent will follow the Information Technology policies and standards outlined in the Statewide Administrative Manual (SAM), Statewide Information Management Manual (SIMM); and adhere to California Department of Veterans Affairs (CalVet)'s Information Services Division (ISD) policies, standards, and guidelines.</p> <p>The primary duties of this position are focused in the Business Technology and Client Services domains; however, duties may be assigned in the other domains as needed.</p>	
Percentage of time performing duties:	ESSENTIAL FUNCTIONS
35%	Work collaboratively with staff supporting various systems and applications. Assist with intake of customer requests and work order requests. Troubleshoot system issues and utilize work order ticketing system to route incident tickets to appropriate staff and service groups. Provide support to system implementation, maintenance, testing, data importing, exporting activities, and testing documentation. Assist with work authorizations for system changes, updates, or enhancements utilizing change management and the change control process. Consult with department managers, technical staff, and system end users during various phases of the System Development Life Cycle (SDLC). Support system and application issues through the established policies and procedures.
25%	Work with staff on coordinating training, scheduling, travel arrangements, and other training support. Assist system trainers and vendors with classroom setup, system logins, equipment needs, and other training needs on various systems and applications. Assist in collaboration efforts with disciplinary teams under information services and provide support to organizational change management. Provide support to document management and maintenance of various libraries.
20%	Follow standard business process modeling practices and assists to develop business process flows, policies, procedures, and other documentation as required. Provide assistance on meetings and work group sessions. Types correspondence, monthly reports, statistical data, and other non-confidential documents for staff and supervisors. Provide clerical support to the various ISD units as needed.
15%	Participate as an ISD representative on special projects and assignments. Ensure appropriate information security standards, policies, and controls are managed based on your roles. Ability to travel to the various Veterans Homes and various training courses as required.
NON ESSENTIAL FUNCTIONS	
5%	Other related duties as assigned.

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PART B - PHYSICAL AND MENTAL REQUIREMENTS OF ESSENTIAL FUNCTIONS					
Activity	Not Required	Less than 25%	25% to 49%	50% to 74%	75% or More
VISION: View computer screen; prepare various forms, memos, reports, letters, and proofread documents.					X
HEARING: Answer telephone; communicate with Administration, department managers, department staff; provide verbal information.					X
SPEAKING: Communicate with staff, residents and the public in person and via telephone; interact in meetings.					X
WALKING: Within the home to various units.			X		
SITTING: Work station; meetings; training.					X
STANDING: Copy documents; review records.			X		
BALANCING:		X			
CONCENTRATING: Review documentation for accuracy; complete forms; research laws, rules and processes.					X
COMPREHENSION: Understand laws, rules, regulations, policies and procedures; content of meetings, trainings and work discussions.					X
WORKING INDEPENDENTLY: Must be able to apply laws, rules and processes with minimal guidance.					X
LIFTING UP TO 10 LBS :					X
LIFTING UP TO 10-25 LBS:		X			
LIFTING 25-50 LBS:		X			
FINGERING: Push telephone buttons, calculator keys, and computer keyboard.					X
REACHING: Answer telephone; use a mouse; print documents on desk printer.				X	
CARRYING: Transport documents.		X			
CLIMBING: Stairs.		X			
BENDING AT WAIST: Use copier; access low file drawers.			X		
KNEELING: Access low file drawers.		X			
PUSHING OR PULLING: Open and close file drawers.			X		
HANDLING: Sort paperwork; distribute mail.					X
DRIVING: Special events		X			
OPERATING EQUIPMENT: Computer, telephone, copier, printer, fax machine.					X
WORKING INDOORS: Enclosed office environment.					X
WORKING OUTDOORS: Special events.			X		
WORKING IN CONFINED SPACE: File, supply, storage rooms, etc.		X			

I have read and understand the duties listed on this Duty Statement and I can perform these duties with or without reasonable accommodation. (If reasonable accommodation may be necessary, discuss any concerns with the Equal Employment Opportunity Office.)

Employee signature _____ Date _____

Supervisor signature _____ Date _____

Human Resources signature _____ Date _____